

Customer Service Report for EMIB



For the period: Monday, October 01, 2007 12:00:00 AM to Wednesday, October 31, 2007 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	0	1	0	1	0	0	0	1	1	0	5
Account Lockout	1	0	0	0	0	0	0	0	1	0	5
Edit Account	4	0	0	0	0	0	0	0	4	0	10
General Info	1	0	0	0	0	0	0	0	1	0	7
Password Reset	1	0	0	0	0	0	0	0	1	0	21
Register/Open	0	0	0	677	0	0	0	0	677	0	0
ADB											
General Info	1	0	0	0	0	0	0	0	1	0	10
Application Support											
General Info	1	1	0	0	0	0	0	1	1	0	74
MS Office/Troubleshoot	2	0	0	0	0	0	0	0	2	0	14
Specialized Application	1	0	0	0	0	0	0	0	1	0	31
Back Office Support											
Active Directory	7	0	0	2	0	0	0	0	9	0	12
Add Entry	1	0	0	0	0	0	0	0	1	0	12
Backup/Restore	3	0	0	0	0	0	0	0	3	0	16
Configuration	0	0	0	1	0	0	0	0	1	0	8
Create Server Service	1	0	0	0	0	0	0	0	1	0	5
Permissions/Shares	7	0	0	0	0	0	0	0	7	0	62
Reset Limits	2	0	0	0	0	0	0	0	2	0	12
Server Recovery	1	0	0	0	0	0	0	0	1	0	9
Troubleshoot	1	0	0	0	0	0	0	0	1	0	6
CIT Categories											
Remedy											
Other	0	1	0	0	0	0	0	1	0	0	19
Connectivity											
TCP/IP	2	0	0	0	0	0	0	0	2	0	29

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Email											
Entourage	1	0	0	0	0	0	0	0	1	0	10
General Info	2	0	0	0	0	0	0	0	2	0	6
MS Outlook	4	0	0	0	0	0	0	0	4	0	26
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	5
Hardware											
Printers/Install/Build	2	0	0	0	0	0	0	0	2	0	5
Servers/Config/Setup	0	2	0	0	0	0	0	0	2	0	0
Servers/Install/Build	0	5	0	0	0	0	0	0	5	0	0
Servers/Replacement	0	1	0	0	0	0	0	0	1	0	0
NIHnet											
Inquiry	1	0	0	0	0	0	0	0	1	0	3
Server Support-DNS	1	0	0	0	0	0	0	0	1	0	4
Server Support-Other	1	0	0	0	0	0	0	0	1	0	3
Service Prov-IP Address Admin	4	0	0	0	0	0	0	0	4	0	12
Service Prov-Port Add	1	0	0	0	0	0	0	0	1	0	5
Wireless Services											
BB/Request	1	0	0	0	0	0	0	0	1	0	12
BB/Troubleshoot	1	0	0	0	0	0	0	0	1	0	8
WN/Troubleshoot	1	0	0	0	0	0	0	0	1	0	4
Grand Total:	58	11	0	681	0	0	0	3	747	0	2

Total Tickets Closed: 750

Total Tickets Assigned/Pending/Checked Out: 0

Total Tickets Created: 750